

## Job Profile

**Job Title: Cleaning Team Leader**

**Job Grade: Level 3 Zone 1**

**Salary Range: £31,434 – £36,110**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

### **About the role**

To ensure Camden's Corporate and Commercial properties are maintained to high standards, enabling services to be delivered from buildings which are safe, comfortable and serviceable. The role of Cleaning Team Leader is to be responsible for undertaking of all aspects of supervision of a day / evening cleaning team and the relevant management systems. The postholder will be expected to work flexibly to cover management of cleaning operatives outside normal operational hours with frequent monitoring and management of lone workers.

To assist the Soft Facilities Management (FM) Services Management Team in the delivery of a range of facilities services to buildings within Camden's Corporate and Commercial properties.

### **About you**

To assist the Cleaning Service Management in the day to day management of the cleaning service of the Corporate and Commercial properties, focusing primarily on the Town Hall and 5PS. The post holder will be able to-

- To manage, monitor and accurately record cleaning staffs annual leave and sickness management, where necessary follow and apply HR procedures.
- To review and assist in management of the budget, continually reviewing all factors affecting the operation including materials, consumables, staff payroll and uniforms.
- To supervise the daily cleaning operation ensuring all commitments are undertaken deploying appropriate staffing resource.
- To ensure the necessary internal site quality audits are undertaken and provide a detailed action plan and manage any non-compliance.

- To ensure all staff are fully trained to adhere to Health and Safety legislation and company policies at all times. Assist in the development and maintenance of comprehensive and relevant Tool Box Talk training for cleaning operatives. Ensuring regular Tool Box Talks are carried out and recorded.
- To promote and enhance excellent relationships with our users, our suppliers and other partners.
- To be responsible for all cleaning equipment. Ensure equipment is fit for purpose and operational at all times minimising down time.
- Manage the equipment asset list highlighting lifecycle replacement issues.
- Comply with all Health and Safety Legislation.
- Review accident statistics and proactively promote safe working practices.
- Drive change, new ideas and challenge current operating procedures implementing best practice across the structure.
- Understand Camden's requirements providing solutions to meet and exceed needs and contribute to achieving the Camden objectives.
- Ensure all daily cleaning tasks are undertaken through management of cleaning operatives.
- Ensure adequate quality performance is adhered to, and any non-compliance is resolved in a professional manner.
- To ensure all site related risk assessments are continually monitored, reviewed and updated as necessary.
- Proactive supervision ensuring the on-going use of PPE as necessary, ensure all risk assessments, and COSHH assessments are in place and adhered to, and active use of company toolbox talks are completed at least monthly.
- Support business continuity planning and management.

**Work Environment:**

This role is office based and also requires you to make regular visits to sites to monitor cleaning standards, liaise with site contacts and manage sit cleaning staff.

**People Management Responsibilities:**

- To line manage a team of cleaning operatives across multiple sites providing guidance, support and specialist expertise as required. This will include the undertaking of regular 1:1 and team meetings.

**Relationships:**

Working with colleagues within the Soft FM team, this role will work closely alongside colleagues within the Cleaning Management Team, Property Managers, Camden Engineers and building users ensuring standards are set, delivered and maintained to a high standard through the life of the property.

Working together to assist in co-ordination and management of all cleaning & waste operations within the LB Camden.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG,

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**Role Purpose:****Key aspects of the role:****Example outcomes or objectives that this role will deliver:****People Management Responsibilities:**

- Exceptional motivational and people management skills.
- Be an approachable people manager with a good knowledge of employee relations.
- Ensure the team is tasked efficiently and effectively maximising resource at peak times matching rotas to operational demands.
- Take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues and working with colleagues to manage performance in accordance with and using the tools from Camden's performance management procedures.

**Relationships:**

- The postholder report to the Cleaning Manager.
- The postholder will supervise a cleaning team.
- Regular contacts include: Cleaning Team, Cleaning Monitoring Officer, Property Managers.

**Technical Knowledge and Experience:**

- Previous experience of soft services supervision.
- BICs training preferred.
- Awareness and full understanding of COSHH and all other industry related H&S regulations.
- Previous experience in a similar coordinating role.

- Well-developed communication skills.
- Previous experience of demonstrating excellent customer service skills.
- Well-developed IT skills.
- Awareness and ability to motivate and guide a team.

## **Camden Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

## **Camden Plan**

Getting it Right First Time – this post will be required to deliver high quality surveying support and help the service develop right first time ways of working.

- Find better ways
- Take personal responsibility

For further information on the Camden Plan please visit: <http://www.camden.gov.uk/ccm/navigation/council-and-democracy/camden-plan/?jsessionid=7C72767EA600D7BAE658FAEA26F73F33>

## **Chart Structure**